

Nicholas Francis O'Brien

Technical Operations | Endpoint Support | Deployment Diagnostics

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TECHNICAL OPERATIONS SUMMARY

IT Service Desk Analyst at NTT DATA with hands-on experience in endpoint remediation, application support, and Microsoft administration.

Technical focus includes deployment diagnostics, fault-pattern analysis, package-level investigation, endpoint health, privileged access, and scripted remediation.

Uses AI-assisted research and scripting to narrow faults, validate remediation paths, and improve escalation quality where access or ownership boundaries require handoff.

CURRENT EMPLOYMENT

IT Service Desk Analyst — NTT DATA

Wellington, New Zealand | November 2022 – Present

SELECTED TECHNICAL IMPROVEMENT | 2025 – PRESENT

- Investigated a recurring vendor application endpoint failure through controlled manual testing. Built an AI-assisted PowerShell remediation script from the findings.
- Mapped safe remediation handling for application folders, cache contents, and local state files. Validated what could be cleared, regenerated, or preserved before production use.
- Documented the remediation process and circulated guidance to relevant teams. Recognised internally for initiative, documentation, and manager endorsement.
- Used endpoint remediation results to identify package-level deployment issues requiring further reconstruction.

TECHNICAL OPERATIONS SCOPE

- Analysed endpoint performance and device health issues during day-to-day support. Investigated recurring endpoint/application failures through device state and deployment symptoms.
- Managed identity, access, and account lifecycle work across Active Directory and Microsoft administration surfaces. Handled privileged access requests across admin, local admin, shared, and external account types.
- Supported printer vendor transition work. Resolved printer configuration issues beyond normal front-line scope.
- Improved operational traceability through bulk updates, filtering, and cross-ticket linkage. Produced repeatable remediation guidance for endpoint/application support workflows.
- Used remediation findings to separate endpoint-state faults from package-level deployment issues before escalation or handoff.

CORE TECHNICAL OPERATIONS SKILLS

- Endpoint/device: Intune, compliance, BitLocker recovery, Windows support, drivers, disk space, device administration, endpoint health
- Applications/deployment: vendor applications, packaged installs, application faults, cache issues, shortcut issues, deployment diagnostics, remediation validation, package-level deployment diagnosis
- Access/admin: Active Directory, Entra ID, security groups, privileged access, account lifecycle, Microsoft 365 admin center, Exchange, licensing
- Tooling/process: ServiceNow, Jira Service Management, ITSM, remote/admin tools, operational troubleshooting, scripted fixes, PowerShell tooling, technical documentation, AI-assisted troubleshooting/scripting

SUPPORTING SERVICE DESK FOUNDATION | NOVEMBER 2022 – LATE 2023

- Supported users in a 5,000+ user enterprise environment across shared-service support operations.
- Owned incidents and service requests from diagnosis through resolution, documentation, or evidence-based escalation.

QUALIFICATIONS

- AWS Certified Cloud Practitioner | AWS Foundations of Cloud Computing — Unitec / Te Pūkenga
- BA History and Political Science — Griffith University
- NTT internal training via Skillsoft Percipio, including Azure AI, AI development, Microsoft Azure Fundamentals preparation, service management, security awareness, and enterprise IT support coursework